

**GOVERNMENT OF ANDHRA PRADESH
ABSTRACT**

Proposals for implementing Online Grievance Redressal Tracking System (OGRTS) developed by Centre for Good Governance in all Urban Local Bodies-Orders - issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (R) DEPARTMENT

G.O. Ms. No. 61

Dated: 16 02. 2013

Read the following:

1. From CDMA Lr.Roc.No.23657/2010-OP2 dated 6.10.2012.
2. From CDMA Lr..No.126/Suvidha/CDMA/2012, dated 22.12.2012.

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ORDER

In the circumstances reported by the Commissioner and Director ,Municipal Administration, Hyderabad in the references read above, Government after careful examination of the proposal of Commissioner and Director of Municipal Administration, Hyderabad hereby accord permission to Commissioner and Director of Municipal Administration, Hyderabad to implement the Online Grievance Redressal Tracking System (Online Grievance Redressal Tracking System) in a decentralized manner at individual Urban Local Bodies by utilizing the existing infrastructure and manpower and also to procure the (Online Grievance Redressal Tracking System) Software from the Director General , Centre for Good Governance on payment of Rs. 34,25,000/- (Rupees Thirty Four Lakhs Twenty Five Thousand only) towards one time cost of the Software Customization and Deployment of the web enabled Information Technology application to Register Forward Escalate and track the stage of the grievances and capacity building for Municipal Officials of all Urban Local Bodies and maintenance of application for one Year, with the Commissioner and Director of Municipal Administration funding from available funds of Urban Local Bodies under different Schemes/General funds etc.

2. This order is issued with the concurrence of IT & C Department and Finance (Expr.M&F) Department vide their U.O.No.430-A/08/A1/Expr.M&F/2013 dated 02.02.2013.

3. The Commissioner and Director of Municipal Administration, Hyderabad is requested to constitute a Multi-disciplinary Project Implementation Committee and obtain Government approval thereof, for taking the project forward

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

ADHAR SINHA
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Commissioner and Director of Municipal Administration, Hyderabad.
The Commissioners of all Urban Local Bodies (through C&DMA).
The Regional Director-cum-Appellate Commissioner of all Regions (through C&DMA).
Copy to:
The OSD to Hon'ble M(MA)
The P.S. to Principal Secretary to Government (UD)
The P.S. to Principal Secretary to Government (MA)
Sf/sc

//FORWARDED BY ORDER//

SECTION OFFICER